

Documents for New Customers

This book contains the standard documents used for new customer onboarding and processing. It includes customer-facing forms, agreements, and supporting company documents needed for both residential and enterprise services.

The purpose of this book is to help teams quickly identify:

- what document is needed,
- when it should be used,
- and where to get the latest version.

Instructions and procedures for using each document are provided inside their respective pages.

- [Enterprise Documents](#)
 - [MSA - SLA - SOF](#)
 - [Updating the SOF](#)
 - [Customer Accreditation Documents](#)
- [Residential Documents](#)
- [Supporting Documents](#)

Enterprise Documents

This chapter contains the standard documents used for enterprise and business customer applications, proposals, and contract closing requirements.

These documents are mainly used during discussions with customers before service installation and activation. Each page includes the purpose of the document, when it should be used, and the latest file attachment or template.

MSA - SLA - SOF

Attachments:

[20260506 IMPERIAL NETWORK MSA - SLA - SOF \(Updated\).docx](#)

[20260506 IMPERIAL NETWORK SOF \(Updated\).docx](#)

For all **new customers**, the MSA-SLA-SOF document set is required.

For **existing customers without a previously signed MSA and SLA**, the full MSA-SLA-SOF document set should still be used.

For **existing customers with an existing signed MSA and SLA**, only the SOF document is required, unless otherwise instructed.

All sales personnel handling customer contracts must fully understand the contents and clauses of the documents before sending them to customers.

Please retain Jan Mikhaelo G. Alfonso as the authorized signatory for Imperial Network unless officially instructed otherwise.

Updating the SOF

Guide to updating the SOF:

Please make sure that all information in the SOF is accurate before sending it to the customer.

Field	Details
Service	Prime Internet (DIA) / Local Loop / Prime Internet (SME)
Bandwidth	X Mbps / X Gbps
Service Type	New Install / Upgrade / Downgrade / Termination
Specifics	None / Protected / Burstable /
Installation Address	Address
Inclusions	Customer Premises Equipment (CPE) / Cross Connect
Exclusions	Cross Connect, SFP, cabling after the CPE, other equipment not mentioned
Demarcation Point	CPE Port facing the customer
Lead Time	10 – 15 days / 30 – 45 days / 45 – 60 days / 60 – 90 days

Service Definitions

Internet Services

Prime

Imperial's brand for business internet services.

Essential

Imperial's brand for residential internet services.

Prime SME

Internet service for SMEs and growing businesses needing stable connectivity.

Standard bandwidth options:

- 100 Mbps

- 200 Mbps

Prime Internet

Dedicated Internet Access (DIA) service for enterprise customers.

Bandwidth may vary depending on customer requirements.

Transport Services

Local Loop

Layer 2 transport service from a data center to a remote customer site within Cavite or within the Philippines.

IPL

International Private Line service for overseas Layer 2 transport.

Current destinations:

- Equinix HK1
 - Equinix SG1
-

For services not listed above, please consult with **Mok Alfonso** before proceeding.

Service Type Definitions

New Install

New service installation for a new site or location.

Example:

- Additional internet line for another office floor or room.

Upgrade / Downgrade

Changes to the customer's existing service.

Examples:

- Bandwidth upgrade
- Bandwidth downgrade
- IP allocation changes

Relocation

Moving an existing service to a new installation address, subject to feasibility.

Termination

Used when documenting early service termination requests.

This is usually not required unless specifically requested for documentation purposes.

Specifics

This field is used for non-standard service capabilities.

Standard DIA and Local Loop services are:

- Fixed bandwidth
- Non-burstable
- Unprotected

Protected

Imperial provides two service routes to the customer.

Routes should ideally be physically diverse to minimize common points of failure.

Burstable

Customer is allowed to utilize bandwidth beyond the subscribed capacity.

Additional usage may be billed based on utilization.

Inclusions

By standard:

- CPE is included for all services.
- /30 IP allocation is included for Prime Internet services.

Other possible inclusions:

- Additional IP addresses
 - Cross connections
 - Internet Exchange subscriptions
 - Other agreed services
-

Exclusions

Items not specifically listed under Inclusions should be considered excluded by default.

Common exclusions:

- SFP modules
 - Customer-side cabling after the CPE
 - Additional equipment not stated in the SOF
-

Demarcation Point

Standard demarcation point is the CPE port facing the customer.

For ISP customers or special setups, the demarcation point may be a specific Point of Interface (POI) or fiber meet-up location.

Lead Time

Lead time should be based on the technical team's assessment.

For non-standard deployments or complex buildouts, please coordinate with **Vino** before finalizing the timeline.

Customer Accreditation Documents

RAW List (for revamp)

1. Business Permit
2. BIR
3. SEC Registration
4. Authorized Signatory Valid ID (with signature)
5. Form containing the following
 1. Company Name
 2. Address
 3. Primary, Technical, Billing contacts
 4. Bank details of the customer
 5. Bank details of Imperial
6. AFS - optional
7. VAT exempt certification - if applicable

Residential Documents

Supporting Documents